

## How Did We Make You Feel Today

### Survey Results

2013/2014

### Your Comments

No	Tell us about your visit today	Recognise a team member	How can we improve
1			Good service
2			
3	Everything went smoothly and efficiently		
4	My visit was warm and welcoming, made me feel very welcome and comfortable		
5	No problems getting an appointment staff always very pleasant and helpful		Sorry don't know as I've never had any problems
6	I am very pleased with the service I have received today. Very quick		I rang for an appointment and was answered at 8:05am straight away very pleased with the new service opening sooner is very much better.

7		Pat	
8	Happy with service		
9	Very relaxed	Nurse very good	
10	Check up		
11	I was late but treated fairly. I expected it to be cancelled. I am well pleased with the service I got not unexpectedly	Pat	Just keep things the way they are I'm very satisfied
12			
13	Good		OK
14			
15			
16			
17			
18		Everyone is 1 <sup>st</sup> class	
19			More reliable in getting repeat prescription to chemist.
20	My experience was great and as always seen so quickly	Marie great nurse	I cant fault service
21			
22	I came to pick up my prescription got seen straight away I love the staff	Receptionists are great	You couldn't
23	I would like to thank Trish for advising a referral to weight watchers when I moaned about my increasing weight gain at a previous health check. I have now lost 2st	Trish	No improvement needed from my point of view everyone is 1 <sup>st</sup> class
24	Came for inj after contact with chicken pox. Looked after very well by doctor and reception staff. Very appreciated thank you x		
25		Trish	
26	Everything as it should be		Service good
27	Discuss with doctor about pain relief		Doctor should be more involved with individual cases
28	Check on ears		Pay for taxis
29	To see doctor for review		
30			You cannot x
31			
32	Loved every moment. Will call again.	Pat. Yvonne. Etc.	Give me preference
33	Health check		
34	To see doctor	Pat	
35	Is very good all doctors very professional		Make appointment on time
36			Longer appointment with doctor.

Thank you to everyone who took part. Please continue to give your feedback and help us to improve our Practice.

Kristina Langley  
Practice Manager